

# **Service Mode: Manual Disc Eject**

(November, 2002)

If the PowerFile no longer accepts commands to remove a disc from a slot or drive, then it may be necessary to use Service Mode feature, Manual Disk Eject.

Information detailed here should only be used under the following circumstances:

- The PowerFile claims that it is empty but discs are still within the unit
- A disc has become stuck in a drive
- PowerFile hardware/software eject commands are no longer functional

*Warning: Misuse of this information can result in disc damage, PowerFile hardware damage, and/or software corruption in the form of PowerFile database corruption or loss.*

## **Service Mode**

Service Mode is a maintenance and diagnostic environment where various aspects of the PowerFile robotics, firmware, and database properties are recorded. Service Mode also contains specific features which help to troubleshoot problems with the PowerFile hardware (e.g. Manual Disk Eject).

Activate Service Mode

1. Power-off the PowerFile and detach from the host computer.
2. Power-on the PowerFile (still detached).
3. After the PowerFile model screen appears on the LCD panel, press the ARROW buttons in the following sequence:  
RIGHT-RIGHT-LEFT-RIGHT-RIGHT

The PowerFile LCD panel will flash SERVICE MODE once Service Mode is activated. Exit Service Mode by powering-off the PowerFile.

## **Manual Disk Eject**

Once Service Mode has been activated, access the Manual Disk Eject menu by pressing MODE 6 times. The PowerFile LCD panel will display this message:

MANUAL DISK EJECT  
DRV#001? (EJECT=YES)

### **How to remove a disc from a slot**

1. Activate Service Mode.
2. Select Manual Disk Eject.
3. Press the RIGHT/LEFT button to cycle to the desired slot number (SLOT#).
4. Press EJECT to eject the disc.

### **How to remove a disc from a drive**

The drive area is located within the center of the PowerFile. Facing the PowerFile, Drive 1 (DRV#001) can be seen on the right side; Drive 2 (DRV#002), on dual-drive models, is behind and cannot be seen.

*Warning: Before accessing the drive(s), both SLOT#001 and SLOT#002 must be unloaded. The preparation steps MUST be performed, even if there is no disc within either slot.*

#### Preparation Steps:

1. Activate Service Mode.
2. Select Manual Disk Eject.
3. Press RIGHT and cycle to SLOT#001. Press EJECT-- even if no disc is present-- and remove the disc. (If no disc is ejected and the LCD reverts to the model screen, then reselect Manual Disk Eject).
4. Press RIGHT and cycle to SLOT#002. Press EJECT-- even if no disc is present-- and remove the disc. (If no disc is ejected and the LCD reverts to the model screen, then reselect Manual Disk Eject).

The PowerFile is now prepared to unload media from its drive(s).

1. Select the desired drive (DRV#).
2. Press EJECT. (An audible grinding sound may be heard. The disc is spinning as it is being moved from the active drive back into the PowerFile carousel. The sound is normal.)
3. Press RIGHT to cycle to SLOT#001. (If no disc is present, try SLOT#002.)
4. Press EJECT to eject the disc.

If after Step 2, the PowerFile LCD returns to the model screen and/or no audible sound is heard from the PowerFile, then the drive is probably empty.

### **How to unload all discs in all slots**

In the event that all the carousel's slots require unloading, use the Dump Changer option.

*Warning: Before proceeding with a Dump Changer command, you first need to go through the steps outlined for removing discs from the PowerFile's drives. Once the drives are cleared, then proceed with the following steps.*

1. Activate Service Mode.
2. Select Manual Disk Eject.
3. Press RIGHT and cycle to DUMP CHANGER.
4. Press EJECT to begin unloading the carousel of its discs. (For each empty slot, the gate may open and close while stuttering the carousel. This is normal.)

### **Test the PowerFile**

To test the PowerFile, power it off, reattach it to your Host computer, and then power it back on.

Launch the PowerFile-related software and attempt to load or mount a disc to the slot or drive accessed via Service Mode. If the device operates normally, then the problem has been resolved. Reload any removed discs into the PowerFile.

If the PowerFile fails to operate normally, then contact PowerFile Technical Support for further assistance.